



Photo: © Simon Rawles / BFC

About our volunteers and staff

Our volunteers and staff are very supportive, have excellent interpersonal skills and understanding of the different physical, emotional and social challenges that we may face. All our volunteers are fully trained and provided with the basic training in social care and first aid skills.

Volunteering for the British Red Cross is a great opportunity to learn new skills and make a difference to people's lives.

If you would like to become a volunteer or find out more about working with us please get in touch.

Concerns and Complaints

The British Red Cross has a rigorous complaints and concerns procedure.

Any issues raised will be dealt with confidentially and professionally

Please contact the service coordinator on 01234 341503 with any concerns

Other Services Offered:

Home From Hospital Service

The British Red Cross will transport you home after a hospital visit.

Home Support & Reablement Service

The Service provides a little extra support on leaving hospital and settling in at home, for a limited period of time.

Our staff & volunteers can help with a wide variety of everyday tasks to enable you to regain independence and confidence at home.

Both services are FREE

Address

**British Red Cross
Unit 11, Kingfisher Business Park,
Bedford,
MK42 0NY**

For referrals please contact:

Telephone: 01234 341 503

Mobile: **7525 902 552**

or you can email us at:

BedfordILS@redcross.org.uk

Service access hours:

Monday to Friday: **9.00am to 5.00pm**

redcross.org.uk

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The British Red Cross Society, incorporated by Royal Charter 1908, is a charity registered in England and Wales (220949), Scotland (SC037738) and Isle of Man (0752).

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 **BritishRedCross**



Our Independent Living Services

This is a FREE service.

This service is funded by



BEDFORD
BOROUGH COUNCIL

The power of kindness

The British Red Cross empowers individuals to make their own choices and maintain independence and wellbeing.



About the service

Our service offers support to those who need to regain independence, rebuild confidence, maintain physical and emotional wellbeing. We enable people to reconnect with the community.

The service is funded by Bedford Borough Council and is free to all adults that live within the Bedford Borough area.

We accept self-referrals or referrals from health and social care professionals, carers, family and friends and other organisations in the community. To access our service, you can contact us either via email or telephone.

What we can help with

Our staff and volunteers provide a wide range of practical and emotional support to promote independence and overall wellbeing, including:

- Regular phone calls and visits, either home-visits or in the community
- Help with finding local groups and activities in the area
- Provide information and signposting to appropriate services
- Help with managing emotions and developing coping strategies
- Assistance with letters, phone calls and bills



What happens next

Once we are in touch we will arrange to meet you at home or in the community, whichever you prefer.

We will agree with you on what you want to achieve and together we will create a support plan, which we will review with you on a regular basis.

We can offer ongoing support determined by your needs for up to 12 weeks.